

OHRM TRANSFORMATION

Phase II – 60 days (Alternative Business Case Analyses) Major Results

Task	Major Results	Team Lead* and Members
<ul style="list-style-type: none"> Assess NAPA's Recommendations 	<ul style="list-style-type: none"> The team has been abolished and the work of the team has been transferred to the Phase III task to Fill Critical Staffing Needs. - 	John Phelan* , Fran White, Ed Liverani, Denise Wells, Carol Hayashida, Mary King, Jeff Miller
<ul style="list-style-type: none"> Fill Critical Staffing Needs 	<ul style="list-style-type: none"> The work of this team has been expanded to include the Phase II task to Assess NAPA's Recommendations and transferred to Phase III. 	Deborah Jefferson* , Jan Hoffheins, Jerry Lucas
<ul style="list-style-type: none"> Develop Business Case Proposal for Case Management Tracking System 	<ul style="list-style-type: none"> Findings <ul style="list-style-type: none"> Some of the work scheduled for Phase II was completed during Phase I. Additional actions are incorporated as tasks in Phases III and IV. Action <ul style="list-style-type: none"> Additional options for the business case are being analyzed during phases III and IV. 	Richard Hartman* , Rick Dubik, Dale Lanser, Dennis Sutch, Juanita Shanks
<ul style="list-style-type: none"> Ensure a Continuous Focus on Error Detection and Correction Techniques 	<ul style="list-style-type: none"> Findings <ul style="list-style-type: none"> Benchmarked and identified solutions for ensuring error-free OHRM correspondence Actions <ul style="list-style-type: none"> Developed tool kit for OHRM Administrative Staff and Correspondence Check List Instituted Monthly Administrative Meetings Need to align metrics Adopted Word as a Standard WP Tool Required Plan from Office Directors to develop standard templates, ensure use of shared drive, instituted monthly reports on Action Plans and evaluation process, and required evaluation of process in six months 	Jan Hoffheins* , Juanita Shanks, April Prather-Nichols, Carin Otero, Claudia McMahon, Charles McEnerney, Robert Wiggins, Linda Kirton

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<ul style="list-style-type: none">• Develop Organizational Performance Metrics Plan	<ul style="list-style-type: none">- Findings<ul style="list-style-type: none">• Benchmarked and identified organizational human capital performance metrics for use by OHRM.- Actions<ul style="list-style-type: none">• Completed an OHRM balanced scorecard to capture customer, financial, internal processes, and innovation and learning measures.• Developed a performance metric architecture to utilize in identifying IT solutions for optimized integration of OHRM performance and data systems.• Recommended two automated solutions to implement the performance measurement architecture in Phases III and IV.	<p>Alethea Long-Green*, Michael Osver, Roslyn Hoover, Michael Cohen, Tom Kreider, OMO representative, bureau representatives</p> <p>consultant: Janice Guinyard</p>
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